

SANDY CITY
APPROVED POSITION SPECIFICATIONS

I. Position Title: Director of Golf Operations/Division Head Revision Date: 02/06
EEO Function: Parks & Rec
EEO Category: Professional
Status: Exempt (Exec)
Control No: 20850

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision of the Parks and Recreation Director, supervises and directs the Golf Course and provides quality service and product to club members and customers.

III. Essential Duties

- Oversee the management of golf shop operations and course maintenance
- Provide appropriate training to employees.
- Perform budget appropriation, preparation, and monitoring.
- Inspect golf course to determine maintenance needs and liability problems.
- Forecast and monitor development and maintenance costs.
- Provide specific documentation of inspection and maintenance records to meet risk management requirements
- Be ultimately responsible for the performance of the golf shop operations, golf services, and condition of the golf course
- Coordinate plans with the Foods and Beverage Manager for all food and beverage needs, course food and beverage needs, banquets, outside events, and catering for all golf functions.
- Develop sales plan including specific tactics for revenue generation
- Supervise the division personnel
- Ensure that Golf Course meets all debt and lease term obligations as well as contractual obligations
- Implement specific training programs to ensure Golf Course staff is providing members/customers with quality service and product.
- Develop employees for career advancement through the use of performance review systems and development planning
- Ensure all policies and procedures are adhered to and ensure all staff are accountable for compliance.
- Hire quality employees. Ensure that pre-employment screening, background checks, and the interview process are properly completed.
- Communicate with customers on both group and individual basis to ensure the club is meeting the customer needs.
- Maintain and promote a superlative professional image with the community.

Marginal Duties

- Perform general office duties - answer phones, take messages, type letter, and open mail
- Stay current with trends in golf course operations & maintenance
- Perform other duties as assigned

IV Qualifications

Education: Bachelors degree in business or hotel and restaurant management. May supplement education

for experience on a year for year basis.

Experience: Five years related work experience in golf management or related area. Experience must be progressive in regards to supervision and management.

License: Must possess a valid Utah Driver's License.

Knowledge of: Principles of management and budgeting; goals and objectives of golf program; CPR, blood borne pathogens, MSDS & OSHA requirements, ADA laws, facility management; correct English usage, spelling, and vocabulary.

Responsibility for: Great responsibility for the care, condition, and use of materials, equipment, money, tools, etc.; division budget preparation and supervision; moderate responsibility for making decisions affecting the activities of people: what they should do, when to do it, where, and how - including responsibility for worker motivation and satisfaction; direct responsibility for Head Golf Professional and Greens Superintendent.

Communication Skills: Communicate effectively verbally and in writing; contacts with other departments, furnishing and obtaining information; contacts requiring tact and judgement to avoid friction; frequent contacts involving the carrying out of programs and schedules requiring and influencing of others to obtain desired result; outside contact with public presenting data that may influence important decisions; frequent contacts with executives on matters requiring explanations and discussions.

Tool, Machine, Equipment Operation: Regular use of a copy machine and telephone; frequent use of a personal computer, and computer software, including Excel, WordPerfect, Fore Reservations Systems; fax machine; occasional use of a typewriter.

Analytical Ability: Organize, delegate, and establish meaningful goals; establish and maintain effective working relationships with employees and the public; work independently on assigned projects involving simple research and data collection; report preparation and minor budget data preparation.

VI. Working Conditions

Generally comfortable working conditions with some field work in supervising staff and programs; job requires great mental effort and extreme mental pressure and fatigue during an average work day; constant exposure to deadlines and evening/weekend and holiday work; frequent stress from managing multiple priorities and interpersonal conflicts.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated description superseded prior descriptions for the same position. Management reserved the right to add or change duties at any time.